(b) if so, the details with locations and capacity of each exchange?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) As given in the enclosed Statement.

Statement

Details of New Automatic Telephone Excahnges. Planned for Tamil Nadu for the Year 1994-95

Sl. No.	District	Name of Excange	Capacity	
1.	Coimbatore	Bharatiyar University	1000	lines(since commissioned)
2.	Coimbatore	Karunya Nagar	56	-do-
3.	Thanjavur	Kattur	56	-do-
4.	Thanjavur	Tiruvidaimaruthur	192	-do-
5.	Tuticorin (Chidambaranar Dt.)	Tuticorin SIPCOT	176	-do-
6.	Nilgiris	Burliar	56	-do-
7.	Cuddalore Vallalar-District	Melur	56	-do-
8.	-do-	Manmalai	56	-do-
9.	Chengalpattu MGR District	Thenneri	56	-do-
10.	Salem	P. Mannarpalayam	56	-do-
11.	Dharmapuri	Goundamapatti	56	-do-
12.	Madras	Ambattur	8000	-do-
13.	-do-	Anna Road	20000	-do-
14.	Madras	Avadi	6000	-do-
15.	-do-	Flower Bazar	10000	-do-
16.	-do-	Greams Road	10000	-do-
17.	-do-	Harbour	8000	-do-
18.	-do-	K.K. Nagar	14000	-do-
19.	-do-	Perungudi	2000	-do-
20.	-do-	Velachery	6000	-do-
21.	-do-	Thirunindravoor	1000	-do-

Direct Exchange Lines

3643. SHRI S. AUSTIN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of direct exchange lines set up till 1991;

(b) the total number of such lines set up by the end of 1993-94;

(c) the target fixed in this regard for 1994-95; and

(d) the time by when this target is likely to be achieved?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) 50.74 lakh direct exchange lines were set up in the country as on 31-3-1991.

(b) A total of 80.37 lakh direct exchange lines were set up in the country as on 31-3-1994.

(c) The annual plan 1994-95 of the department of tele-communications envisages addition of 14 lakhs direct exchange lines during 94-95 however effort are being made for purchase of equipment on leasing basis to increase the target to 29.25 lakh direct exchange lines.

(d) By 31-3-95.

Complaints regarding faulty telephones in Chankyapuri Exchange

3644. SHRIMATI SUSHMA SWARAJ: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware that Fault Repair Service of MTNL, Delhi is most ineffective as neither the officers incharge *viz.* A.E., SDO or DEO is ever available to attend

the complaints nor exchange code followed with 2198 ever attends to the complaints;

(b) if not, what is the number of complaints of telephones being out of order received per week during the last two months in Chankyapuri Exchange, Delhi which starts with code 687;

(c) the time taken in rectifying the defect and making phones working;

(d) the details of telephones numbers in Chankyapuri Exchange starting with 687 which remained out of order for (i) one week (ii) two weeks (iii) three weeks and the dates on which faults were repaired;

(e) the telephone number of 687 which have not been repaired as on 31st July, 1994;

(f) whether Government have taken any steps to ensure that officer, *i.e.* AE, SDO, DEO incharge of FRS and staff manning 687 and 198 are available in seat and attend to complaints; if so, the details of the steps proposed to be taken; and

(g) if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir. 198 and 2198 complaints booking numbers are generally attended promptly and the complaints booked on these numbers are also attended expeditiously except during the rainy season when the number of complaints and faults increase substantially which may result in some delays due to concentration of work. Concerned maintenance Officers *i.e* DE/SDO/AC (FRS) are meeting the public between 3 to 4 P.M. on all working days except Saturdays.

(b) The number of complaints received are as under:—

Month	I Week	II Week	III Week	IV Week
June, 1994	394	430	399	402
July, 1994	408	527	508	349

(c) Nearly 66% of the faults booked in Delhi are cleared within 24 hrs and the remaining faults are cleared within the next 2-3 days except for the faults on account of cable breakdown/cable thefts repairs of which are carried out round the clock and which take longer time.

(d) and (e) There were four telephones which remained out of order for one week. No telephone remained out of order for two weeks and three weeks. The details of fault rectification of the telephones which remained out of order for one week is as under:

Telephone numbers	Date complaint booked	Date of rectification of faults
6876198	24.7.94	2.8.94
6875924	24.7.94	2.8.94
6873758	24.7.94	2.8.94
6872673	24.7.94	3.8.94

(f) The performance of 198 faults booking service is bieng monitored regularly. The Officers incharge of maintenance *i.e* DE/SDO/AC (FRS) are available for meeting the public between 3-4 P.M. on all working days (except Saturdays).

(g) Does not arise.

Working of telephones at Chankyapuri Exchange

3645. SHRIMATI SUSHMA SWARAJ: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the telephone numbers starting with Code No. 687 in Chankyapuri Exchange, New Delhi, about which complaints were received for their being out of order or for other faults during the (i) first week of July, 1994 (ii) second week of July, 1994 (iii) third week of July, 1994 and (iv) fourth week of July, 1994;

(b) the dates on which these were repaired;

(c) the telephone numbers which have not been repaired so far;

(d) the reasons for which these have not been repaired; and

(e) the time by when these will be repaired?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The details of complaints received for 687 code during July, 1994 is given below :— First Week : 408 Second Week: 529 Third Week : 508 Fourth Week: 349